STATE IN THE MINISTRY OF COMMERCE (SHRI KAMALUDDIN AHMED) : (a) Super Bazar has reported that as on 26-11-93, 19 applications are pending consideration for employment on compassionate grounds. Year wise break up of the applications received is as below :—

1. 1990	.. ..	3
2. 1991	..	5
3. 1992	.. ..	5
4. 1993	.. ..	6

(b) to (e) Super Bazar has reported that all the applications received are in the process of active consideration. The Managing Committee of the Co-operative Stores Ltd., Super Bazar in its meeting held on 25-8-93 has considered the question of providing employment on compassionate grounds and has approved the proposal. The guidelines being followed for compassionate appointment are broadly those approved for Central Government employees. Super Bazar has further reported that these appointments are considered for Groups 'C' and 'D' only.

Complaints against Super Bazar employees

248. **SHRI CHIMANBHAI HARIBHAI SHUKLA : Will the Minister of CIVIL SUPPLIES, CONSUMER AFFAIRS AND PUBLIC DISTRIBUTION be pleased to state :**

(a) whether complaints have been received by the Management/General Manager against employees of Super Bazar relating to misbehaviour with customers, V.I.P.s and M.P.s ;

(b) if so, the full details thereof ;

(c) whether any investigations have been conducted against customer's complaints by the General Manager ; and

(d) if so, what action has been taken against the persons found guilty ?

THE MINISTER OF STATE IN THE MINISTRY OF CIVIL SUPPLIES, CONSUMER AFFAIRS AND PUBLIC DISTRIBUTION AND THE MINISTER OF STATE IN THE MINISTRY OF COMMERCE (SHRI KAMALUDDIN AHMED): (a) to (d) Super Bazar has reported that there has been no specific complaint of misbehaviour against staff members of Super Bazar by the customers, VIPs, Members of Parliament etc. in the recent past. However, during the course of day to day business, sometimes suggestions/complaints are made by the customers regarding services rendered by the staff. Such cases are promptly attended to. Customers' suggestions, if found workable, are implemented for rendering better services. Action against employees, wherever they are found at fault is taken immediately. Super Bazar has reported that efforts are being made to ensure that in the sales area, personnel with proper aptitude are deployed so that proper and courteous services are extended to the customers.

संसद सदस्यों द्वारा मंत्रालय से पत्र-व्यवहार

249. **श्री मोहम्मद अफजल उर्फ मीम अफजल** : क्या **नागरिक आपूर्ति, उपभोक्ता मामले और सार्वजनिक वितरण** मंत्री यह बताने की कृपा करेंगे कि :

(क) 1 अप्रैल, 1990 से 31 मार्च, 1993 तक सांसदों द्वारा मंत्रालय को कितने पत्र लिखे गए और उनका वर्षवार ब्यौरा क्या है;

(ख) उनमें से कितने पत्रों की पावती भेजी गई;

(ग) कितने पत्रों के अंतिम उत्तर भेजे गए; और

(घ) मंत्रालय द्वारा क्रमशः सकारात्मक और नकारात्मक उत्तरों वाले भेजे गए अंतिम पत्रों के पृथक-पृथक आंकड़े क्या हैं ?

नागरिक पूर्ति, उपभोक्ता मामले और सार्वजनिक वितरण मंत्रालय में राज्यमंत्री और वाणिज्य मंत्रालय में राज्यमंत्री (श्री कमालुद्दीन अहमद) :

(क) कुल : 591

1990-91 : 201